

## USPS Report on PRC Rate and Service Inquiries for May 2013

The Postal Regulatory Commission referred **252** inquiries to the Postal Service in May. Customers received responses on average within **11** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**201**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**42**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**9**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Change of Address**      <https://www.usps.com/manage/forward-mail.htm>

A Change of Address (COA) request must be submitted by the addressee or by someone authorized to file on behalf of the addressee. When submitting a COA request, please note the following:

- The person who submits this COA request states that he or she is the person, executor, guardian, authorized officer, or agent of the person for whom mail would be forwarded under this request form.
- Anyone intentionally submitting false or inaccurate information on a COA request form is subject to punishment by fines or imprisonment or both under Sections 2, 1001, 1702 and 1708 of Title 18, United States Code (U.S.C.).

#### **Ways to File a Change of Address**

- **Online** (requires a **\$1.00** verification fee)
- **Telephone** (requires a **\$1.00** verification fee)
- **Use Postal Form** (*PS Form 3575 – Change of Address*)
  - Go to your Local Post Office™
  - Print the Online form and mail or hand it in
  - Your mail carrier can bring a COA form to your address

**Please Note:** If you do not wish to pay the \$1.00 verification fee then you have two (2) options:

1. Go to your local Post Office and complete the *PS Form 3575 – Change of Address* in person.
2. Complete the Change of Address form online, print the form, and mail or hand in to your local Post Office.

### **When should “Individual”, “Family”, or “Business” be selected when requesting a change of address?”**

Select the **"Family"** option if:

- The entire family is moving to the same address and each member has the **same** last name, only one Change of Address Order form must be filled out, using the "family" option.
- Anyone with the **same** last name is **staying** at the old address: select the "Individual" option. A separate COA for **each** individual must be completed.

**Note:** In all cases, family members with different last names or those family members changing their address to different addresses must complete a separate change of address.

- If individual forms are not submitted for family members with different last names, or for several individuals changing their address to separate addresses, mail might not be forwarded correctly.
  - For example, if Jane's last name is Smith and Jane gets married, her last name becomes Jones, but she also receives mail for Smith-Jones, a change of address card should be completed for Smith, Jones, and Smith-Jones to ensure that she receives all of her mail.

Select the "**Individual**" option if:

- Some members of a household with the **same** last name are moving but others are staying.
  - Fill out a separate form for each mover.
- Members of the customer's family with **different** last names are moving but others are staying:
  - Fill out a separate form for each mover.
  - It is best to fill out a change of address card for each name used.
    - For example, if Jane's last name is Smith and Jane gets married, her last name becomes Jones, but she also receives mail for Smith-Jones, a change of address card should be completed for Smith, Jones, and Smith-Jones to ensure that she receives all of her mail.
- For all other cases, each individual moving must fill out a separate form.

Situation	Individual	Family
One person only is changing their address.	X	
Multiple Persons with different surnames.	One for each person changing their address.	
Some members of family changing their address, others not.	One for each person changing their address.	
Entire family, all have same surname.		One COA covers whole family.
One or more individuals with same surname changing their address, other(s) to another address.	One for each person changing their address.	
Family with the same surname moving at different times (e.g., dad moves now, mom and kids move when school is out).	When dad moves, do an individual COA for him.	When mom and the kids move, do a Family COA for them as a group.